

Guide to Later Life in Bristol

ISSUE 3



Helping older people to Love Later Life

WOULD YOU LIKE CARE AT HOME?



We understand that every person needing care and some extra support at home is a unique individual with their own wishes, aspirations, interests, and needs, which is why our services are tailored and personalised to meet your unique requirements.

Our carers are available to support with:

- Dementia Care
- All aspects of personal care
- Companionship
- Domestic services
- Medication assistance
- Meal preparations
- Social activities



If you would like to know more about the services we offer and how we can help you:

Call us today on: **0117 456 9846**

Email: **bristol.office@eleanorcare.co.uk**

Visit: **www.eleanorhealthcaregroup.co.uk**

Inspected and rated

Good



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Thank you to Sure-Media for producing this Guide for us at no charge and to those who have taken out an advert - it would simply not have been possible otherwise.

February 2023. Data source CQC & NHS.

To feature within a publication or for further information please contact: admin@sure-media.co.uk
or call: 0333 210 5580

Age UK Bristol is committed to promoting equality and diversity and promoting a culture that actively values difference and recognises that people from different backgrounds and experiences can bring valuable insights to the workplace and enhance the way we work.

Introduction

Welcome to the latest edition of our Guide to Later Life

We want people to love later life and to get the most out of all that a great city like Bristol has to offer.

We aim to help you to remain healthy and independent, connected to others and able to pursue your interests and passions.

This Guide is packed with information and helpful resources. You'll find out more about our Information & Advice service, freely accessible to anyone over 55 years and for people interested in activities and events, our LinkAge services are the place to go.

We know that some people need a bit more support to live the life they choose and you can find out more about our community services in this Guide, from our Day Clubs, and our Home Support service through to support to get out and about. The Guide also helps with important life decisions such as choosing care and support and gives details of services regulated by the Care Quality Commission.

We are an independent local charity that has been working in Bristol for over 25 years. During that time, we have built strong relationships with other organisations. So if you cannot find the information you need, please contact us at 0117 929 7537. If we cannot help you ourselves, we will find someone who can.

If you have ideas on how we can improve our service, or if you want to know more about us, please get in touch – we are here for you.

Kay Libby
CEO
Age UK Bristol



A word from our Chair, Mina Malpass

“I’ve been a trustee of Age UK Bristol for several years, taking over as Chair in 2020.

I am proud to be a part of the organisation and would like to thank our team of staff, volunteers and trustees for their commitment to ensuring people are safe, well and connected to others.

I hope you find this guide helpful and keep it handy so you can dip into it when needed.”



Age UK Bristol

Canningford House

38 Victoria Street, Bristol BS1 6BY

0117 929 7537

admin@ageukbristol.org.uk

www.ageukbristol.org.uk

Charity number: 1042548

Information and Advice

Our experienced, friendly advisors provide a range of information to help you make informed choices.

They can tell you about our services and signpost you to other organisations. Our service is free and confidential and is for anyone over 55 who lives or works in Bristol. Our small specialist staff team work alongside trained volunteers.

We offer advice and information on a wide range of issues, including:

- Benefits and allowances, including Pension Credit & Attendance Allowance
- Social care services
- Housing
- Council Tax
- Priority debts, such as rent & utility arrears
- Choosing care and support

Do you have enough money?

You could be entitled to benefits and allowances that you weren't aware you could claim and which could help you keep your independence and improve your standard of living. We can help you access these, including Pension Credit and Attendance Allowance.

Do you need help with finding your way through the social care system?

Assessments, Care and Support Plans, eligibility criteria, and charging – accessing care can be bewildering. We can talk you through the system and the choices available to you.

Scams Awareness

Unfortunately, there are increasing numbers of scams these days and we aim to raise awareness of them. We can help you to protect yourself against scams and show you how to avoid them.

Managing your affairs

Although not always easy to think about, it's worth considering what would happen to you and your affairs if you become unable to make decisions due to illness. A Lasting Power of Attorney (LPA) allows you to decide who should manage your affairs, both financially and with regard to your care.

Last year we raised over £1.5 million in unclaimed benefits and allowances for older people in Bristol. We helped hundreds of people in practical ways too, such as applying for Blue Badges to make travel easier and signposting people to other services.

Please contact us on our Advice line, 0117 929 7537, or by emailing: advice@ageukbristol.org.uk

Our friendly, professional, experienced team receive excellent feedback:

“ Beverly said that when she walked into the Age UK offices a few years ago now, she felt like she had a ton truck on her shoulders, but when she walked out, she felt free.

So, thank you, thank you, thank you.

“ The support and time given to me has been exceptional. Nothing is ever a problem. ”

“ The support I received so far has helped me so much as its helped fund medical appointments. Taken some stress out of my life. ”

Community Services



New Beginnings Day Centre Withywood

New Beginnings is a friendly and lively day club, offering an enjoyable day with others supported by an experienced staff team.

Join us for a stimulating day including arts and crafts, singing, baking and gardening. We aim to maintain and build on people's skills and strengths through our activities wherever possible.

A two-course, freshly prepared hot meal is offered, and we enjoy this in the Withywood café on site.

Transport can be provided for those who require it, in and around the Withywood area.

Referrals to our day club are often made via Adult Social Services, but you can call us if you'd like to make a private arrangement too.

To find out more, please call **0117 987 8406** or visit our webpage at www.ageuk.org.uk/bristol/our-services/new-beginnings/.



Memory Connections

Memory Connections is a friendly group for people with early or moderate dementia.

Our staff have been trained in 'Maintenance Cognitive Stimulation Therapy', to improve memory skills and cognitive function.

The emphasis is on delaying the effects of dementia for as long as possible. It is the only non-drug intervention recommended by the National Institute for Health & Care Excellence.

Join us to experience a friendly and sociable group focused around specially designed activities. There is a small charge for this service.

Every Wednesday

3.15pm - 5.15pm at the Withywood Centre
Queens Road, Withywood, Bristol, BS13 8QA

Every Thursday

10.00am - noon at Bradbury Hall
Waterford Road, Henleaze, BS9 4BT.

We plan to open more groups, so please contact us if you would prefer a group closer to your neighbourhood.

For more information, call **0117 929 7537** or visit our website at www.ageuk.org.uk/bristol/our-services/mcst/



Home Support

We have friendly staff who can help you to live independently at home and to get out and about in your local community.

We listen to what you want and provide the support that you feel you need. Wherever possible, we like to 'do things together' but we also carry out tasks for you so that you can live your life the way you want.

Our team is fully trained, and the staff are reliable and caring.

Some examples of the ways that we can help include:

- companionship, for those either living alone or for when a family carer goes out
- light household tasks
- preparing light meals together
- sorting paperwork and organising bills with you
- prompting medication
- the weekly shop, either online or in person
- connecting to online activities, appointments or family catch-ups
- going out to appointments, a social group, a cafe or for a walk.

Please note, we cannot provide personal care or administer medication.

As part of the service, we can also offer you other Age UK Bristol services such as:

- a benefits check to make sure you are receiving all the financial support to which you are entitled
- signing up to 'Friends Ageing Better' (FAB), which is a community of older people who share what is happening in the city while building friendships and
- sign-posting to other services.

Please call **0117 987 8399** or email **homesupport@ageukbristol.org.uk** to access the service or to find out more information.

"Age UK Bristol helped me more than you realise. My Support Worker is absolutely smashing, she's so kind, lovely and caring. If you've got a team like that, well you know you can do anything!"



"The team that comes here are absolutely superb. They are caring, and always on time and they have a laugh with Merv which is what he needs to bring him out of himself. Very satisfied, and I'd highly recommend them."



LinkAge
Engage. Inspire. Enjoy.

LinkAge at Age UK Bristol

**LinkAge at Age UK Bristol
Stay Connected.**

Get Active.

Enjoy Yourself!

Connecting with others helps lift our mood and improve our well-being. LinkAge provides a variety of ways to do this that suit a wide range of people. We've set out examples of what we offer here but whether you are looking for something cultural or activity-based, outside or from the comfort of your home, there is much more to find out about so do contact us.

**To find out more and for a free
'What's On' Guide contact us
at: 0117 929 7537 or by email:
linkage@ageukbristol.org.uk
www.linkagenetwork.org.uk**

Friends Ageing Better

Friends Ageing Better (FAB) is a community of older people who share what is happening in the city while building relationships with others.

We hold local weekly 'FAB Cafes' where people can meet with other members in their area.

We set up other events throughout the year, such as tours, walks and workshops - we even have a regular FAB disco.

Age UK Bristol works with venues and organisations across the city to offer our members great opportunities such as dedicated opening times, free or reduced price offers and regular events - there is something for everyone, FAB members receive our regular newsletter (online or in print for people without internet access) and can join our Facebook group.

Join the FAB membership by calling **0117 440 4301** or filling our online form **<https://www.ageuk.org.uk/bristol/our-services/fab/>**.



Tai Chi

Our sessions provide exercise with others, to improve your mental and physical well-being. Shibashi Tai Chi can be done sitting or standing, so it's a very accessible form of exercise.

We have trained volunteers to offer this as something to enjoy in your local community, with others over 50 years. However, there are other benefits including improved balance and cognitive function, as well as helping with pain management. We train and support local people to safely lead the Tai Chi sessions.

To find a session near you, go to www.ageuk.org.uk/bristol/our-services/linkage/tai-chishibashi/ or call us on **0117 929 7537**.

Active Ageing Bristol

Stay active, happy and healthy in later life

- It's never too late to start a new activity, make new friends and have fun! Take part in our annual Bristol Walking Festival, 1-31 May.
- See our Bristol Walking Map booklet for walking tips with 16 illustrated mapped walking routes. For a copy visit www.bristolwalkfest.com or call us on **0117 929 7537** (available while stocks last).
- Sign up for one of our skiff boat building or 'Learn to Row' courses at All Aboard Watersports Centre.

For a copy of the Healthy Ageing Directory visit www.linkagenetwork.org.uk or call **0117 929 5537** (available while stocks last).

To find out more contact us on **0117 929 7537**.



The Support Hub for Older People

The Support Hub is a group of over 40 voluntary organisations who are working together to support older people by offering practical, social or emotional support. Together we have a wealth of experience, knowledge and specialist services for people over the age of 50.

If someone else in the Support Hub is better placed to help you, we will recommend their services to you.

Get in touch:

You can call the Age UK Bristol Helpline on **0117 929 7537** to access any of the services of the 43 Support Hub partners.

SUPPORT HUB for older people



Our Wider Work in the City – Festivals

Bristol is a city of festivals and Age UK Bristol is the lead partner in two of them!



Alive Activities

Celebrating Age Festival:

The Celebrating Age Festival is an annual festival organised by us which provides an opportunity for Bristolians to celebrate later life. The festival traditionally starts on 1st October each year - the International Day of Older Persons.

For more information about plans for the Celebrating Age Festival in 2023 Visit our website <https://www.ageuk.org.uk/bristol/about-us/wider-work-in-the-community/celebrating-age-festival/> or email: comms@ageukbristol.org.uk

Bristol Walk Fest:

Bristol Walk Fest began over a decade ago and is a celebration of everything to do with walking. This free festival showcases the best of Bristol for everyone to enjoy, either individually or with others, with inclusive walks and events taking place all over the city for people of all ages, interests and abilities.

The festival takes place every year during May from the 1st-31st to coincide with Living Streets' National Walking Month.

For more information about Bristol Walk Fest visit www.bristolwalkfest.com or email: info@bristolwalkfest.co.uk



Keeping up to date with the latest research

Bristol Research Forum on Ageing:

We're passionate about making sure practice and policy decisions in the city are informed by research evidence. We work with the University of Bristol, the University of West of England and Brunelcare to host quarterly events sharing the latest research related to ageing and older people's experiences. Events are open to professionals and members of the public.

To find out more or to attend an event please visit www.ageuk.org.uk/bristol/our-services/research-forum/

Volunteering at Age UK Bristol

We love our volunteers and couldn't do our work without them! Could you spare a few hours a week to support one of our services?

You will learn new skills, make friends and will be helping your community.

You could become a volunteer Advice Worker and help people claim the money they are owed, or volunteer to work alongside older people on leisure activities, maybe hosting a regular catch-up session in a local cafe. Or you could help us 'behind the scenes' from our offices in an administrative role. We have so many ways for you to volunteer, either in person or via the internet.

We are also looking for people over 50 years to meet up with us a few times a year to suggest ways we could improve our services, or the city, for older people. This may involve meeting with us in person, online, or taking part in surveys.

Please get in touch if you would like to participate. Volunteers are an integral part of our team and have access to the training and support available to paid members of staff.

Do contact us if you would like to know more. Please contact us by telephone **0117 440 4303** or email: **volunteering@ageukbristol.org.uk**

Funlola supports our reception team.

"It's really good for me, I feel fulfilled when we get phone calls from clients who are so grateful for all the support Age UK Bristol gives them."



"I like dealing with clients, it keeps my brain going. I trained as a lawyer and it's nice at my advanced age to still be able to do it, I'd like to continue volunteering as long as I can."



It's a bit close to home because my wife has Parkinson's, in a way it has been helpful for me to see how I can manage our affairs in the future."

Mike, I&A Helpline Volunteer

“

"I love working with groups and bringing people together, we all get so much out of it; group members, staff and volunteers. The format is the same every week, but the topics and activities change – which helps keep it fresh and challenging. The members teach me so much with their knowledge and the stories of their lives. We learn new things together, we cry (sometimes), laugh (mostly laugh), have fun, discuss topics, and have philosophical conversations. We help each other."

Andrea, Memory Connections Volunteer

”

"I'm happy having conversations and getting to know people and I feel I can adapt my style to suit individuals. I can see what it does for them, that they enjoy the conversations and get value from befriending. That's very fulfilling for me to see."

As a volunteer, you'll get a feeling of fulfilment that you've made somebody's life a bit better."

Andrew, Befriending Volunteer.

Age UK Bristol - About Us

Age UK Bristol is a local charity, established over 25 years ago to support older people.

We exist to improve the quality of life and promote the independence of all older people living in Bristol.

We want to ensure that everyone in Bristol can love later life, by supporting and empowering older people, helping other organisations to work together and championing the interests of older people in the city.

How are we funded?

We are an independent charity and raise all of our own funds through a combination of grants, contracts and payments for services, and through the generous support of local people.

We would not be able to continue our services without the financial support of local people and businesses.

Support Age UK Bristol

As a local charity, we need the support of the local community to help us grow and support more older people.

Consider supporting AUKB with a financial donation. We welcome donations of any size, from £5 to £500 or more!

A donation of any size makes a big difference and we are very grateful.



Please consider leaving a lasting legacy to us through a gift in your will.

Speak to your solicitor when making your will and tell them you would like to leave a legacy to Age UK Bristol, charity number 1042548, Canningford House, 38 Victoria Street, Bristol, BS1 6BY.

You can also donate funds in memory of someone you love.

Speak to us about making a donation or doing some fundraising for us. Call **0117 9297537** or email: **fundraising@ageukbristol.org.uk**

Stay in touch

Follow us on social media @ageukbristol on Facebook or Twitter.

Sign up for our quarterly newsletter to keep up to date with our services and events.



Planning for your future care needs

There may be times in your life when you think about the consequences of becoming seriously ill or disabled. This may be at a time of ill health or as a result of a life-changing event. It may simply be because you are the sort of person who likes to plan ahead. You may want to take the opportunity to think about what living with a serious illness might mean to you, your partner or your relatives, particularly if you become unable to make decisions for yourself. You may wish to record what your preferences and wishes for future care and treatment might be.

The costs of long-term care

Care has never been free and everyone should think about the care they might need in the future. The long-term costs of care can be significant, and while none of us like to think that we will become old, ill or disabled, it does happen. Just like your pension, it is never too early to start thinking and planning your care and support needs and their costs.

Even if you're generally fit and healthy and of working age, don't ignore your future care. If you're making long-term financial arrangements, you may want to take into account the potential costs of your future care needs.

The point at which you may be eligible for financial help from your local authority with your care costs is being extended. Currently, if you have more than £23,250 in assets, such as your home or savings, you will need to meet the full cost of your care.

How your local authority can help with planning your care

The Care Act 2014 makes clear that local authorities must provide or arrange services that help to prevent people developing care and support needs, or delay people deteriorating to the point where they would need ongoing care and support.

Even if you don't want or need financial assistance with your care, your local authority can still help you plan your care, so it is worth contacting the adult social services of your local council to find out the options available to you and your family.

Local authorities must work with people in their areas to provide or arrange services that help to keep people well and independent. This should include identifying the local support and resources already available, and helping people to access them.

They should make clear:

- what types of care and support are available - such as specialised dementia care, befriending services, reablement (short-term care time, for example, to get someone safe, happy and able to live independently in their home after they have been discharged from hospital), personal assistance and residential care
- the range of care and support services available to local people - in other words, what local providers offer certain types of services
- what process local people need to use to get care and support that is available

Financial planning for future care needs

Local authorities have to help people get independent financial advice, to enable planning and preparation for future care costs. This encompasses a range of services from generic sources of information and advice, such as websites or helplines, to tailored advice relating to specific financial products, which can only be provided by a regulated financial advisor. Some of these services may charge a fee.

The Money Helper website has tips on planning ahead for a time when you can't manage your own finances.

Making decisions about your future care needs and wishes

If you are nearing retirement age, it's important that you take account of your likely care needs and plan accordingly. You may wish to consider setting up a Power of Attorney or an advanced decision (living will).

These will help people to take account of your preferences if you lose the capacity to make decisions. You will also want to ensure that you have thought about how you might pay for the care you need.

Many of us will put off planning for care and support arrangements until the last possible moment.

Having an urgent need for care and support after a crisis may mean that we and our families feel pressured into making decisions quickly. Under such pressure, asking the right questions, thinking and planning for your future needs - including options for meeting the cost of care - are vital. It is important that you seek good advice on these subjects so that you can consider your best short-term and long-term options.

There are several factors to consider when planning social care. These include:

- the type of condition you have, and the best ways for you to stay healthy and independent
- the type of care you would prefer, and whether it would meet your needs
- where you would like to be cared for – in your own home, in a residential care setting such as a care home, or in the community while you are living at home
- where local people can find independent financial advice about care and support and help them to access it
- how people can raise concerns about the safety or wellbeing of someone who has care and support needs

If you think you need care now, or in the very near future, the best way to plan your care and find out about your care needs is to ask your local authority for an assessment. The sooner you ask for an assessment, the sooner that plans for your care can be made.

These plans should include what should be done in the event of an emergency.

- how much your care is likely to cost and whether you may be entitled to free care or financial help
- who you want to care for you, and whether, if you want friends or family to be your carers, they are able and willing to do so

You will need to weigh up the pros and cons of each care option against these factors.

One of the common decisions people are faced with is whether they should sell their home to pay for their care.

If you are thinking about moving into a residential care home and are worried about meeting the costs, ask your council for information about a “deferred payment

agreement”. This is an arrangement whereby the person agrees, with their local authority, to pay some of their care fees at a later date.

This means they should not be forced to sell their home during their lifetime to pay for their care. A person or their estate usually repays the local authority from the sale of their property at a later date. The Care Act 2014 introduces rules that mean councils have to offer deferred payments to people.

Independent advice on planning your care

If you are making plans for your future care - at whatever stage – it is worth getting advice.

You may want to get specific care advice from a charity, general advice from Citizens Advice or specialist legal, financial or welfare rights advice. If you have difficulty communicating or exerting your rights, you may want to have an advocate to deal with these issues on your behalf.

Your local authority social services department should have information about organisations in your area that help people who have social care needs. They may offer an advocacy service.

WARDS SOLICITORS

- Specialists in Older and Vulnerable Care
- Solicitors for the Elderly (SFE) accredited
- Society of Trust and Estate Practitioners (STEP) accredited
- Legal 500 Recommended for client care
- Home appointments available

wards.uk.com

SFE SOLICITORS FOR THE ELDERLY

12 offices located across the South West

• Bristol • Bradley Stoke • Clevedon • Henleaze • Keynsham • Nailsea
• Portishead • Staple Hill • Thornbury • Weston-Super-Mare • Worle • Yate

Are you a Carer?

If you care for someone, you can have an assessment to see what might help make your life easier. This is called a carer's assessment

It might recommend things like:

- someone to take over caring so you can take a break
- gym membership and exercise classes to relieve stress
- help with taxi fares if you don't drive
- help with gardening and housework
- training how to lift safely
- putting you in touch with local support groups so you have people to talk to
- advice about benefits for carers

A carer's assessment is free and anyone over 18 can ask for one.

It's separate from the needs assessment the person you care for might have, but you can ask to have them both done at the same time.

How to get a carer's assessment

Contact adult social services at your local council and ask for a carer's assessment.

If you're a parent carer or a child, contact the children with disabilities department.

You can call or do it online.

Find your local social services team (England only)



How to tell if you're a carer

You're a carer if you're looking after someone regularly because they're ill, elderly or disabled - including family members.

Carers help with:

- washing, dressing or taking medicines
- getting out and about and travelling to doctors' appointments
- shopping, cleaning and laundry
- paying bills and organising finances

They can also give emotional support by:

- sitting with someone to keep them company
- watching over someone if they can't be left alone

All of these count as being a carer.

What happens in the carer's assessment

Someone from the council, or an organisation the council works with, will ask how you're coping with caring.

This includes how it affects your physical and mental health, work, free time and relationships.

The assessment is usually face to face. Some councils can do it over the phone or online.

Assessments usually last at least an hour



How to prepare for your carer's assessment

You'll need:

- your NHS number (if you have one)
- your GPs name, address and phone number
- contact details of anyone who's coming to the assessment with you
- the name, address, date of birth and NHS number of the person you care for (if you have it)
- your email address

Give as much detail as you can about the impact caring for someone is having on your life. This will help make sure you get all the help and support you need.

Which? Later Life Care has a checklist of questions to help you prepare for a carer's assessment, regardless of your age.

Have someone with you

It can help if you have someone with you during the assessment. This could be the person you care for, a friend or relative.

You could also use an advocate. Advocates are people who speak up on your behalf.

They can help you fill in forms and sit with you in meetings and assessments. They're often free.

Find an advocate in your area



Telephone help

If you want to talk to someone about carer's assessments, call:

- your local council's adult social services department
- Carers Direct's free helpline on 0300 123 1053
- Age UK's free helpline on 0800 055 6112
- Independent Age's free helpline on 0800 319 6789
- Contact - a Family's free helpline on 0808 808 3555

Getting the results

You'll usually get the results of the assessment within a week.

If you qualify for help from the council, they'll write a care and support plan with you that sets out how they can help.

Help with costs

Your council might be able to help with the costs. You might need a financial assessment (means test) first. This will be arranged for you after the carer's assessment.

You might also qualify for benefits for carers that can help with costs.

If you don't qualify for help from your council

If you're told you don't qualify for help and support, your council should give you free advice about where you can get help in your community. Ask if this doesn't happen.



Funding care

Care and support services in England have never been free. Most people have to pay something towards their own care and some will have to pay for all of the costs.

Your local authority (council) may cover some or all of the cost of care in some circumstances, but its help is “means-tested”. This means that who pays depends on what your needs are, how much money you have, and what level and type of care and support you require.

For most people needing social care services, the first place to start is by asking your local authority for an assessment of your social care (care and support) needs.

If the local authority considers that you need support that it can provide, it may also carry out an assessment of your finances. This assessment will determine whether the local authority will meet all the cost of your care, or whether you will need to contribute towards your care cost or whether you will have to meet the full costs yourself. Find out about support paid for by your local authority.

You might be eligible for the local council to pay towards the cost of your care if you have less than £23,250 in savings.

Exactly how much your council will pay depends on what care you need and how much you can afford to pay.

You will not be entitled to help with the cost of care from your local council if:

- you have savings worth more than £23,250
- you own your own property (this only applies if you’re moving into a care home)

You can ask your council for a financial assessment (means test) to check if you qualify for any help with costs.

You can choose to pay for care yourself if you don’t want a financial assessment

How the council pays for and arranges your care

If the council is going to pay towards your care, you’ll get a personal budget. The amount will be worked out when the council makes a care and support plan with you.

You can choose to get your personal budget in 3 ways, as:

- a direct payment into your bank account each month for you to pay for your care – the council will usually ask for receipts to see you’re spending your money on care
- the council arranges and pays for your care for you
- a mixed personal budget – the council arranges some of your care and you arrange and pay for the rest with a personal budget

You can speak to someone for advice on personal budgets by calling the Disability Rights UK Helpline free on 0330 995 0404.

How to arrange your care as a self-funder

You can:

- arrange and pay for care yourself without involving the council
- ask the council to arrange and pay for your care (the council will then bill you, but not all councils offer this service and they may charge a fee)



Lifetime Mortgages
Standard Mortgages
Retirement Interest Mortgages

Clifton Mortgages offer advice on all types of later life finance and can help you to raise funds against your home for a wide variety of reasons including:-

- The funding of residential care
- Home improvements
- Lifestyle spending
- Helping family

Visit us in our offices in Clifton Village or we can come to your home or alternatively you can book an appointment online.

For a no obligation conversation please call:

T. 0117 370 4231
www.cliftonmortgages.com






Operated by Edward Payne Clifton Mortgages is a member the Equity Release Council.

We charge a flat fee of £795 when arranging a lifetime, RIO or interest only mortgage.



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Find out what care you need

Even if you choose to pay for your care, your council can do an assessment to check what care you might need. This is called a needs assessment. For example, it'll tell you whether you need home help from a paid carer for 2 hours a day or 2 hours a week and precisely what they should help you with.

The needs assessment is free and anyone can ask for one.

How much will care cost?

Social care can be expensive. Knowing how much you'll have to pay will help you budget.

Paying for carers at home

A typical hourly rate for a carer to come to your home is around £20, but this will vary depending on where you live.

Having a carer who lives with you costs from around £650 a week. But it can cost as much as £1,600 a week if you need a lot of care.

Paying for a care home

There are 2 types of care home:

- residential homes have staff that help with everyday tasks such as getting dressed and supply all your meals
- nursing homes also offer 24-hour nursing care

Prices for residential care and nursing care will vary according to where you live and the type of care you need. For example, serious health problems like dementia and chronic obstructive pulmonary disease (COPD) can increase the cost.

Benefits can help with care costs

You may be eligible for benefits, like Attendance Allowance and Personal Independence Payment (PIP), which aren't means-tested. You can use them to pay towards the cost of your care.

Can I avoid selling my home?

You won't have to sell your home to pay for help in your own home. But you may have to sell your home to pay for a care home, unless your partner carries on living in it.

Sometimes selling your home to pay care home fees is the best option. But there may be other ways to pay care home fees if you don't want to sell your home straight away.

Releasing money from your home (equity release)

Equity release lets you take money that's tied up in your home without selling it. It's available if you're over 55.

Equity release can pay for the fees from the value of property you own. However, you should consider which of these options best meets your needs, and what the overall costs to you will be.

Before taking such significant financial steps as equity release, you might want to get independent financial advice.

You can find information on equity release for care at home from Which? or the Money Helper's equity release information.

If you're planning ahead, you may consider arranging an investment or insurance plan to fund your care. Again, it may be worth taking independent advice on financial arrangements before making major changes. Because of the new rules, there are likely to be more financial products emerging that are designed to help people pay for care.

But you have to pay interest on the money you take out.

Renting out your home

You can rent out your home and use the income to help pay your care home fees.



Whether you need advice yourself or you're looking for help for a loved one, we're here to help with all aspects of later life financial planning - all under one roof.

We offer independent advice the old fashioned way from our comfortable high street office in Westbury on Trym.

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Long-Term Care Planning	Inheritance Tax Planning
Wills	Probate

Get in touch for a relaxed chat about your circumstances with Solla Accredited adviser, **Richard Higgs:**

0117 3636 212

office@haroldstephens.co.uk

www.haroldstephens.co.uk

50 High Street, Westbury on Trym, BS9 3DZ



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Telephone Help

Get advice on paying for care from:

- Age UK Bristol on 0117 929 7537
- Bristol City Council on 0117 922 2700
- Independent Age on freephone 0800 319 6789
- Money Helper on freephone 0800 138 7777

A deferred payment scheme

A deferred payment scheme can be useful if you have savings less than £23,250 and all your money is tied up in your property.

The council pays for your care home and you repay it later when you choose to sell your home, or after your death.

Ask your council if you're eligible for a deferred payment scheme.

You can get more information from:

- the Money Helper: deferred payment schemes
- Independent Age: guide to care home fees and your property

Get personal advice on care funding

The cost of care and support is likely to be a long-term commitment and may be substantial, particularly if you choose to go into a care home, or if you have care needs at an early age.

If you or a member of the family need to pay for care at home or in a care home, it's important to understand the alternatives. This makes advice tailored to your individual needs vital.

You can get advice from:

- your local authority – through an assessment of your care and support needs, as well as advice on which services are available locally
- financial advice from a qualified, independent source – there are independent financial advisers who specialise in care funding advice; they are regulated by the Financial Conduct Authority and must stick to a code of conduct and ethics, and take shared responsibility for the suitability of any product they recommend

Get expert financial help

You can get unbiased expert advice from a specialist care fees adviser. They'll help you compare all your options before you decide what's right for you.

Find a specialist care fees adviser in your area with:

- PayingForCare, a free information service for older people
- the Society of Later Life Advisers (SOLLA) on 0333 2020 454

What you can get for free

You might be able to get some free help regardless of your income or if you're paying for your care.

This can include:

- small bits of equipment or home adaptations that each cost less than £1,000
- NHS care, such as NHS continuing healthcare, NHS-funded nursing care and care after you have been discharged from hospital

If your savings run out

If your savings fall below £23,250, your council might be able to help with the cost of care.

Contact your local council about 3 months before you think your savings will drop to below £23,250 and ask them to reassess your finances. Councils provide funding from the date you contact them. You won't be reimbursed if your savings are less than £23,250 before you contact them.

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www.moneyhelper.org.uk



PLEASE NOTE:

The figures quoted are accurate at the time of going to press, however this information may change at any time. For accurate up-to-date information please contact either:

Bristol City Council on 0117 922 2700 or Age UK Bristol on 0117 929 7537

Services in your home

If you need help around the home, a good option is to have a care worker come in to your home to help you.

Types of homecare

Homecare comes in many forms and has many names used to describe it, including home help, care attendants and “carers” (not to be confused with unpaid family or friends who care for you).

Homecare can suit you if you need:

- personal care, such as washing or dressing
- housekeeping or domestic work, such as vacuuming
- cooking or preparing meals
- nursing and health care
- companionship

Homecare can be very flexible, in order to meet your needs, and the same person or agency may be able to provide some or all of these options for the duration of your care:

- long-term 24-hour care
- short breaks for an unpaid family carer
- emergency care
- day care
- sessions ranging from 15-minute visits to 24-hour assistance and everything in between

If you already know what you want, you can search NHS Choices directories for:

- local homecare services and agencies
- a list of national homecare organisations
- services that can help you stay safe and well in your home on a long-term basis; these services, often known as “supported living services”, can include financial, help with medication, advocacy, social and practical support

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- a place to live in a family who will care for you, known as “shared lives services” or adult placement services

If you believe that you might benefit from some help at home, the first thing to do is to contact your social services department to ask for an assessment of your care and support needs.

To contact social services, go to GOV.UK: find your local authority.

If you are eligible for homecare services, the local authority may provide or arrange the help themselves. Alternatively, you can arrange your own care, funded by the local authority, through direct payments or a personal budget.

If you have chosen direct payments or a personal budget, or you aren't eligible for local authority help and want to get care privately, you can arrange it in several different ways.

Independent homecare agencies

If you use an independent homecare agency, you or the person you're looking after has to find the care agency and pay them.

The agency will provide a service through a trained team of care workers, which means you may not always have the same person visiting your home, although the agency will do its best to take your choices into account. Independent homecare providers are regulated by the Care Quality Commission (CQC). Homecare agencies must meet CQC's national minimum standards and regulations in areas such as training and record-keeping. The CQC has the power to inspect agencies and enforce standards.

Homecare agencies must vet homecare workers before engaging them by taking up references and carrying out Disclosure and Barring Service (DBS) checks on potential employees.

Homecare agencies can also:

- take over the burden of being an employer – for example, payroll, training, disciplinary issues and insurance
- train their homecare workers through national qualifications and service-specific training
- replace workers when they are ill, on holiday or resign
- put things right when they go wrong

An agency will want to see you and the person you're looking after so that they can assess your needs. This also means that a joint decision can be made about the most appropriate type of care and support. You can find out more from the UK Homecare Association.

What are the disadvantages of using a homecare agency?

The main disadvantage is the cost of using an agency. The agency will charge a fee on top of the payment made to the care worker to cover their running costs and profit.

You normally have to make a regular payment to the agency, which includes both the worker's earnings and the agency's fee.

Questions to ask when using a homecare agency

The fees some agencies charge can be quite high. Before deciding to go ahead with an agency, you should ask questions about the fee and what it covers, including:

- Does the agency check references?
- What training and supervision do they provide?
- What is their complaints policy?
- Who will be responsible for insurance?
- Is there any out-of-hours or emergency contact if needed?
- Will they be able to provide staff if your own care worker is ill or away? (If an agency contracts to provide care every day, it must ensure that it does.)

Hiring a personal assistant (P.A.)

You can hire a “personal assistant” to act as a homecare worker for you. Personal assistants can offer you all that you’ll get from an agency worker, but you’ll also get the continuity, familiarity and ongoing relationship with your assistant. However, if you employ a personal assistant, you will then have the legal responsibility of an employer. This will include arranging cover for their illness and holidays.

GOV.UK has more information on becoming an employer, while Which? Elderly Care also has advice on employing private individuals.

Homecare from charities

Charities such as Age UK and Carers Trust can provide home help and domestic assistance services. The Carers Trust supports carers by giving them a break from their caring responsibilities through homecare services.

Marie Curie Nurses can provide practical and emotional support for people near the end of their lives in their own homes.

Safeguarding vulnerable groups

The DBS makes decisions about who is unsuitable to work or volunteer with vulnerable adults or children.

HOME CARE AGENCIES

Postcode	Name	Address	Town/City	Phone number
BS2 0NW	Fresh Haven Healthcare	Old Library, Trinity Road	Bristol	01179 415321
BS2 8YA	Happy Care	122 Grosvenor Road	Bristol	01173 364947
BS3 2ST	Options	Liberty House	Bristol	07800 741555
BS4 1ET	Caremark	Filwood Park Lane	Bristol	01174 032262
BS4 3AP	Eleanor Care	470 Bath Road	Bristol	01174 569846
BS5 0AX	Dhek Bhal	43 Ducie Road	Bristol	01179 146671
BS5 0HE	Alef Care	Felix Care	Bristol	01179 415325
BS5 0HE	Prime Way Care	Felix Care	Bristol	01174 228442
BS5 6AF	Shining Care	Chelsea Road	Bristol	01173 251275
BS5 8AU	Agincare	Blackswarth Road	Bristol	01179 637549
BS5 9AP	Avon Home Carers	Neath Road	Bristol	01179 586222
BS5 9FD	Candle Flame Care	1 Holmes Street	Bristol	01174 505268
BS5 9JJ	Clarity Homecare	27-31 Church Road	Bristol	07932 996254
BS6 5EA	Prestige Nursing	44 & 47 Montpelier Court	Bristol	01179 232222
BS7 9FB	Nobilis Care	Gainsborough Square	Bristol	11795 515833
BS8 3AU	Clifton Care	1 Pembroke Road	Bristol	01179 741951
BS9 1DW	Care 1st Homecare	Shirehampton Road	Bristol	01179 426005
BS9 2DR	Helping Hands	80 Shirehampton Road	Bristol	01174 286055
BS9 2HL	Sea Mills Care	Riverleaze	Bristol	07786 633411
BS9 3AA	Alina Homecare	Westbury Hill	Bristol	0117 463 0383
BS9 3DH	Premier Homecare	24 Canford Lane	Bristol	01179 592013
BS9 3EF	Medacs Homecare	Westbury Court	Bristol	01179 506027
BS9 4PN	1st Grade Care	Henleaze House	Bristol	01174 270375
BS10 5DW	Home Instead Senior Care	Southmead Road	Bristol	01174 350063
BS13 9NQ	B & S Healthcare	Kilmersdon Business Park	Bristol	01179 533455
BS14 0BB	Network Healthcare	24 Osprey Court	Bristol	01173 015040
BS14 0BB	Bluebird Care	3b Osprey Court	Bristol	01179 505855
BS15 1AP	Hazelcare	317 Two Mile Hill Road	Bristol	01179 080085
BS16 2QQ	Epiphany in Care	The Vassall Centre	Bristol	01179 656095



It makes this decision based on information held by various agencies and government departments. The service decides who is unsuitable to work or volunteer with vulnerable adults or children.

If someone who is barred from working with children or vulnerable adults is working, volunteering or trying to work or volunteer with these groups, they are breaking the law. They could face a fine and up to five years in prison.

Employers must apply for an enhanced DBS check (formerly known as a CRB check) when taking on new employees or volunteers to work with vulnerable adults or children. This includes a check of the barred lists. If an organisation fails to make the relevant checks, they can be penalised.

If an organisation dismisses an employee or volunteer for harming a child or vulnerable adult, they must tell the DBS. The DBS must also be notified if any employee or volunteer harms a child or vulnerable adult, but isn't dismissed because they leave voluntarily.

If their organisation does not tell DBS, they will be acting illegally. Questions can be answered by the DBS call centre on 0870 909 0811.

Employing a care worker on a private basis

If you employ a care worker privately, you will not be obliged to use the DBS scheme, but you can use it if you choose to.

You need to ask social services or the police to make the checks on your behalf. The care worker must have already applied to be vetted, and must consent to the check.

If you have concerns about the suitability of someone you employ privately to work with a vulnerable adult or child, you can ask social services to investigate the matter. They can refer the worker to the ISA on your behalf.

Manual handling

If you need help to move, or you need someone to lift you (such as getting out of bed or getting on to the toilet), this can put the person doing the lifting at risk of injury. This "manual handling" can result in back pain and in the most serious cases, permanent disability if not done correctly.

The law says that employers must take reasonable precautions to ensure their employees don't do any manual handling that carries a risk of them being injured. This applies to you if you directly employ a personal assistant to care for you (but most likely will not if you hire someone through an agency). It is particularly important to consider insurance in this situation. This would cover any risk of the care worker injuring themselves, as well as any risk of them causing an injury.



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Care homes & retirement living

If you're looking for a residential care home, there's a huge variety of options available. There are permanent care homes for older people, homes for younger adults with disabilities, and homes for children. Care homes may be privately owned or run by charities or councils. Some will be small care homes based in home-like domestic dwellings, while others will be based in large communal centres.

One of the first options you have to consider when choosing residential care is whether you need the care home to provide nursing care, or just standard personal care.

Consider other options for care first

Going into a care home is a major commitment for your future – it involves changing where you live and potentially committing to paying a considerable amount of money for your ongoing accommodation and care needs.

Before you opt for a move to a care home, you should think about other less disruptive – and potentially less costly – options, including:

- home care
- help to live independently at home

You should also consider whether you really need the amount of care on offer at a care home, and look at alternatives such as "extra care" housing schemes or warden-controlled sheltered accommodation. These options offer independence with an increased level of care and support.

Personal care or nursing care?

Care homes for older people may provide personal care or nursing care. A care home registered to provide personal care will offer

support, ensuring basic personal needs are taken care of. A care home providing personal care only can assist you with meals, bathing, going to the toilet and taking medication, if you need this sort of help. Find care homes without nursing.

Some residents may need nursing care, and some care homes are registered to provide this. These are often referred to as nursing homes. For example, a care home might specialise in certain types of disability or conditions such as dementia. Find care homes with nursing.

Choice of care home

The law says that where the local authority is funding accommodation, it must allow a person entering residential care to choose which care home they would prefer, within reason.

Social services must first agree the home is suitable for your needs and it would not cost more than you would normally pay for a home that would meet those needs.

Local authority help with the cost of residential care is means-tested. You are free to make your own arrangements if you can afford the long-term cost. However, it is worth asking the local authority for a financial assessment, because it might pay some or all of your care costs.

In the financial assessment, the local authority can only take into account income and assets you own. The local authority cannot ask members of your family to pay for the basic cost of your care. Read more about local authority funding for care and funding your own care.

If you choose a care home that costs more than the local authority usually expects to pay for a



person with your needs, you may still be able to live in the care home if a relative or friend is willing and able to pay the difference between what the local authority pays and the amount the care home charges – this is known as a "top-up" fee.

However, if their situation changes and they are no longer able to pay the top-up, the local authority may have no obligation to continue to fund the more expensive care home place and you may have to move out. It is worth thinking about this potentially difficult situation when deciding on care home options.

Do not cancel your tenancy or sell your home until the final decision has been made by the local authority. The value of your home must not be included in the local authority's means-testing until 12 weeks after you've confirmed that the care home placement will be permanent.

The Care Act 2014 is changing how people are able to pay for their own care, introducing the right for you to ask for the local authority to pay for the cost of your care while you try to sell your home. This is known as a "deferred payment scheme".

Choosing a care home if you're funding your own care

If you are funding your own care, you have a great deal of options, and you will need to do a lot of research on which care home provides the best options for you in terms of its cost, location, services, and a host of other potential factors. Read on for tips on choosing your care home.

Choosing a care home if you're having care provided by the local authority

After a needs assessment from social services, you will be provided with a care plan, which should make clear whether you need residential care and what other options, if any, might be available and most appropriate based on your needs.

Even if you're unlikely to be eligible for financial help with residential care home fees, it could still be worth involving social services. The needs assessment, and information they provide, are likely to be very helpful in making decisions about care.

Tips on choosing a care home

- Check the most recent inspection report to see how well the care home is doing and if there is anything of concern. You can get inspection reports by searching for the care home on the Care Quality Commission website
- Consider the location of a care home. Is the care home near family and friends? Are there shops, leisure or educational facilities in the area? Is the area noisy?
- Is the care home focused on the residents' individual needs, or do they insist that residents adapt to their routine?
- What arrangements are there for visitors? Can residents come and go as they please, as far as it is safe to do so? Are staff able to help residents to go out? Are outings arranged?
- What involvement would you have in the care home? How would you communicate with staff? Are there any support groups or regular meetings?
- If safety and security are issues, what arrangements or supervision can the care home provide?
- Will the care home meet your specific religious, ethnic, cultural or social needs? Will the correct diet be provided? Will the right language be spoken? Will there be opportunities to participate in religious activities? Do they allow pets?
- When you are choosing accommodation it may be a lifelong decision, so you may want to think about planning for end of life care at the same time.
- You might also want to check what people who have used the care home say about it from online feedback and review services, such as those put together on NHS Choices Website.
- Ask for a temporary stay in the care home before you decide. Temporary stays in care homes can also be arranged in certain circumstances, such as after a stay in hospital.

A good care home will:

- offer new residents and their families or carers a guide (in a variety of accessible formats) describing what they can expect while they're living there

- have staff who have worked there for a long time, know the residents well, and are friendly, supportive and respectful
- employ well-trained staff, particularly where specialist care such as dementia nursing is required
- involve residents, carers and their families in decision-making
- support residents in doing things for themselves and maximising their independence
- offer a choice of tasty and nutritious food, and provide a variety of leisure and social activities taking residents' needs into account
- be a clean, bright and hygienic environment that's adapted appropriately for residents, with single bedrooms available
- respect residents' privacy, modesty, dignity and choices
- be accredited under the Gold Standards Framework for end of life care

An unsatisfactory care home might:

- have a code of practice, but not adhere to it
- fail to take into account residents' needs and wishes, with most decisions made by staff
- let residents' care plans become out of date, or fail to reflect their needs accurately
- have staff who enter residents' rooms without knocking, and talk about residents within earshot of other people
- deny residents their independence – for example, by not allowing someone to feed themselves because it "takes too long"
- have staff who don't make an effort to interact with residents and leave them sitting in front of the TV all day
- be in a poorly maintained building, with rooms that all look the same and have little choice in furnishings
- need cleaning, with shared bathrooms that aren't cleaned regularly

If you move into a care home

When you go into a care home, make sure the management and staff of the home know about your condition, disability and other needs. They may have some of this information already – for example, if the local authority has set up the placement after a care needs assessment.

Moving home can be unsettling at the best of times, so when you move into a care home, it's good to have it planned in advance and have family or friends around you when you move to make you feel more comfortable.

You should also:

- contact the benefits office, if you have one (including disability benefits, as these can be affected by care home stays)
- make sure other services at your previous address have been notified
- let friends and family know your know contact details and when you might feel up to receiving visitors

Rights of care home residents

The Care Quality Commission (CQC) is the regulator of health and adult social care in England, whether it's provided by the NHS, local authorities, private companies or voluntary organisations. Under existing rules, independent healthcare and adult social services must be registered with the CQC. NHS providers, such as hospitals and ambulance services, must also be registered. The registration of organisations reassures the public when they receive a care service or treatment. It also enables the CQC to check that organisations are continuing to meet CQC standards.

Standards for care homes are outlined on the CQC website. These standards are underpinned by regulations governing the quality and safety of services.

The regulations are enforceable by law – the CQC can enforce fines, public warnings, or even suspend or close a service if they believe people's basic rights or safety are at risk.

Care home closures

Care homes will sometimes close. This can be because the owner decides not to carry on providing the service in that location (for instance, if they retire), or because the home has been sold or failed to meet legal standards. Proposals to close a care home can obviously cause great distress. If the care home is operated by the local authority, it has to follow a consultation process with residents and families.

It may be best to get specialist legal advice in this situation. You can find an appropriate solicitor through the Law Society.



Pictured: Bluebell Gardens



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- Jennings Court, Bedminster: 0370 192 4113
- John James Court, Lockleaze: 0370 192 4112

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- Bluebell Gardens, Stockwood: 0370 192 4828
- Hillside Court, St George: 0370 192 4073

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*Limited shared ownership apartments available too.



NURSING HOMES

Postcode	Name	Address	Town/City	Phone number
BS3 3PX	Osborne Court Care Home	183 West Street	Bristol	01179 535829
BS3 4EA	Claro Homes	11-16 Philip Street	Bristol	01179 636409
BS4 5HU	Arbour Walk	7-21 Hungerford Road	Bristol	01173 745791
BS5 7PD	St Georges Care Home	Kenn Road	Bristol	01179 541234
BS5 8GG	Riversway Nursing Home	Crews Hole Road	Bristol	01179 555758
BS6 6JT	St Joseph's Home	St Joseph's Home	Bristol	01179 733815
BS6 7JG	Glenview Nursing Home	8-9 Belvedere Road	Bristol	01179 734910
BS6 7JG	Meadowcare Home	2-3 Belvedere Road	Bristol	01179 730174
BS7 0DL	Field House	Blakeney Road	Bristol	01179 690990
BS7 8SU	Horfield Lodge	Kellaway Avenue	Bristol	01179 166630
BS9 1DE	Druid Stoke Care Home	31 Druid Stoke Avenue	Bristol	01179 681854
BS9 1JA	Saville Manor Nursing Home	Saville Road	Bristol	01179 687412
BS9 1JF	Waltham House	Stoke Park Road	Bristol	01179 682097
BS9 3AE	Hazelwood Gardens Nursing	Channells Hill	Bristol	01179 500810
BS9 3JH	Westbury Care	Falcondale Road	Bristol	01179 079971
BS9 3TW	The Garden House	Cote Lane	Bristol	01179 494017
BS10 6TU	John Wills House	Westbury Fields	Bristol	01173 773700
BS10 7QD	Oakhill Mansions	College Park Drive	Bristol	01179 501201
BS11 9NJ	Granville Lodge	West Town Road	Bristol	01179 823299
BS13 8ES	Bishopsmead Lodge	Vicarage Road	Bristol	01179 359414
BS13 9JS	Hartcliffe Nursing Home	15 Murford Avenue	Bristol	01179 641000
BS14 0AU	Bamfield Lodge	1 Bamfield	Bristol	01275 891271
BS14 8ET	Robinson House Care Home	304 Sturminster Road	Bristol	01275 544452
BS16 1AH	Beaufort Grange	Hatton Road	Bristol	01173 210430
BS16 1HB	Frenchay Park Gardens	140 Frenchay Park Road	Bristol	01179 659957
BS16 2ED	Quarry House	Adelaide Place	Bristol	01179 654466



RESIDENTIAL HOMES

Postcode	Name	Address	Town/City	Phone number
BS3 4EA	Claro Homes	11-16 Philip Street	Bristol	01179 636409
BS5 6RL	The Mendips	2-3 Shamrock Road	Bristol	01179 518548
BS5 8JJ	The Turrets	7-9 Glebe Road	Bristol	01179 554058
BS5 9RG	Redfield Lodge	Avonvale Road	Bristol	01173 534320
BS6 6BH	Avenue House	Avenue House	Bristol	01179 892020
BS6 7JG	Belvedere Lodge	1 Belvedere Road	Bristol	01179 731163
BS6 7QQ	Stokeleigh Lodge	3 Downs Park West	Bristol	01179 624065
BS9 1JN	Stokeleigh Residential	19 Stoke Hill	Bristol	01179 684685
BS9 3AS	Rosewood House	55 Westbury Road	Bristol	01179 622331
BS9 3JH	Westbury Care	Falcondale Road	Bristol	01179 079971
BS9 3TW	The Garden House	Cote Lane	Bristol	01179 494017
BS9 3UW	Griffiths House	Cote House Lane	Bristol	01179 873540
BS9 3UW	Katherine House Rest Home	Cote House Lane	Bristol	01179 873540
BS10 5DW	Trymview Hall	Southmead Road	Bristol	03333 218354
BS10 6TU	John Wills House	Westbury Fields	Bristol	01173 773700
BS11 9TY	Penhill Residential Home	81 Station Road	Bristol	01179 822685
BS13 8AB	Ridgeway House	143 Highridge Green	Bristol	01179 645054
BS14 9BB	Bernash Care Home	544-546 Wells Road	Bristol	01275 833670
BS14 9BX	Hengrove Lodge	29 Petherton Road	Bristol	01275 833006
BS14 9EA	Rosedale House	163 West Town Lane	Bristol	01179 714991
BS16 1AA	The Elms	Park Road	Bristol	01179 652171
BS16 1DT	The Worthies	79 Park Road	Bristol	01179 390088
BS16 2HB	Rosemary Residential	2-4 Guinea Lane	Bristol	01179 584190
BS16 5BD	Whitelodge Care Home	101 Downend Road	Bristol	01179 567109



We are the independent regulator of health and social care services in England

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

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